



IT TRAINING AND PRINT SHOP SERVICES SUPERVISOR

Purpose:

To actively support and uphold the City's stated mission and values. To plan and direct the operations of the City's IT Training Center, Print and Mail Services, and the integration of enterprise-wide computer solutions into the business process.

Supervision Received and Exercised:

Receives direction from the Deputy Finance and Technology Director – IT

Exercises direct supervision over Print Production Lead, Print Production Specialist, and Mail Operations Clerk classifications.

Exercises technical and functional supervision over vendors and contract staff.

Essential Functions:

Duties may include, but are not limited to, the following:

- Supervise and direct the daily operations of IT Training and Print and Mail Services which provide city departments with computer training, digital printing, mail processing and warehouse services.
- Integrate adopted business solutions into the enterprise environment; Test new applications and suggest roll-out strategies based on user acceptance and skill level.
- Serve on project teams to conceptualize, implement, and deliver IT enterprise projects.
- Participate in the on-going development and execution of the Finance and Technology strategic plan; establish goals and measurement methods for key functions and activities.
- Analyze, design, develop and implement end user computer training programs designed to improve employee efficiency in daily business operations.

CITY OF TEMPE
IT Training and Print Shop Services Supervisor (continued)

- Manage computer training room rentals and technical system configurations for the computer training classrooms.
- Exercise technical and functional supervision over the work of outside consultants, vendors and contract staff involved in training module design, and specialized course development and delivery; and assist in the provision and coordination of staff training.
- Interface with executive level management for the development of training programs to provide department-specific training needs; create and coordinate training system modeling and deployment.
- Prepare weekly, monthly, quarterly, and yearly statistical reports on IT computer training effectiveness, printing and mail service efficiency, and customer satisfaction.
- Implement policies and procedures to ensure compliance with federal postal standards and maximum savings on postal rates; Monitor USPS Postal guidelines; keep departments informed on updates and changes to mail standards.
- Research and evaluate new automation technologies for use in city operations.

Prepare and monitor section budget; review and approve the purchase of goods and services; prepare RFPs related to the procurement of computer training services, print equipment, and mail services; evaluate vendor performance and manage business outreach program.

- Attend professional meetings and seminars as required.
- Other duties related to the core functions of this classification.

Minimum Qualifications:

Experience:

Three years of professional level experience in developing and implementing business process automation, including volume print services and IT training activities associated with a large organization.

Education:

CITY OF TEMPE

IT Training and Print Shop Services Supervisor (continued)

Equivalent to a Bachelor's degree from an accredited college or university with major course work in computer information systems, business administration, public administration or degree related to the core functions of this position.

Licenses/Certifications:

Microsoft Office Specialist (MOS) Master certification is preferred.

Examples of Physical and/or Mental Activities:

(Pending)

Competencies:

(Pending)

Job Code: 336

Status: FLSA - Exempt / Classified